



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

May 28, 2014

Date Complaint Received:	5/5/14
Complaint Received By:	unknown
Provider Name and Location:	Lola Segovia 2308 SE 17 th Street Des Moines, IA 50320

Complaint: The Department received a complaint concerning improper discipline and supervision issues.

Rule Basis: 110.5(6) a, 110.5(9) a.

Findings: Unsubstantiated

Resolution: Complaint check was completed May 12, 2014. Concerns were unsubstantiated at the time of this worker's visit. Worker reviewed proper discipline techniques and expectations about supervision. Worker also reviewed assistant/substitute requirements and expectations. A compliance check was recently completed in April 2014 with minimal corrections needed.

If you have any questions regarding this matter feel free to contact me at 515-993-1742 or email address mcrawfo@dhs.state.ia.us.

Sincerely,

Melissa Crawford
Social Worker